



Consumer Tour
February 18-21, 2013

Agenda

- Welcome and Introductions
- KanCare Overview and Timeline
- How to Choose a Plan
- Common Questions
- Health Plan Presentations
- Break
- Questions
- Wrap-up

What is KanCare?

- KanCare is the name of a new program that now provides your Medicaid services
 - Everyone who was in Medicaid or HealthWave before became part of KanCare in January
 - The State is working with three companies, called managed care organizations (MCOs) or health plans
 - Amerigroup of Kansas, Inc (Amerigroup)
 - Sunflower State Health Plan (Sunflower)
 - UnitedHealthcare of the Midwest (United)
 - You get to choose the KanCare plan that is best for you and your family
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KanCare Timeline

- Fall 2012
 - You should have received a packet from the State with information about the three health plans
- Early 2013
 - You should have received a welcome packet and ID cards from your KanCare health plan
- Now-April 4, 2013
 - You can change your health plan. If you change in the middle of a month your choice will take effect on the first of the next month.
- After April 4, 2013
 - You will be in the plan you have chosen for one year. You can choose a different plan again every year.

How to Choose Your Health Plan

- **When you choose a plan, ask:**
 - Which plan is my doctor in?
 - Which plan is my hospital in?
 - Which plan are my other health care providers in?
 - Which plan has extra (value-added) services that would benefit me and my family?
 - Do I meet the requirements to get the extra services that I would like?

How to Choose Your Health Plan

- You can choose a different plan for different members of your family or the same plan for all.
- You can change your doctor at any time during or after the enrollment period. You just need to stay in your health plan's network of providers.
- After the enrollment period, you will be in the plan you choose for one year.

What if I Like the Current Plan?

- We tried to put you in a plan where most of your providers are enrolled.
- Look at the information for all three plans. You might decide to stay in the plan you were assigned.
- If you like the plan you are in now, you don't need to do anything.
- If you decide a different plan would be better, you can change until April 4, 2013.

How to Change Your Health Plan

- There are three ways you can change your health plan
 - **Option 1** - Enroll online at <https://www.kmap-state-ks.us/hcp/member>.
 - **Option 2** - Complete the **Enrollment Form** in your packet and return it in the envelope provided.
 - **Option 3** – Call the **Enrollment Center** at **1-866-305-5147** (TDD/TTY 1-800-766-3777), from 8:00 AM to 5:00 PM, Monday through Friday.

How to Get Help with Your Choice

- For general questions or to change your plan, call the KanCare Enrollment Center
- For questions about the health plans' services or provider networks, contact the health plans.
- For help deciding which plan is best:
 - Call the Enrollment Center at 1-866-305-5147
 - Talk to a KDHE Outreach Worker

How to Get Help with Your Choice

- If you are 65 or older or have a physical disability or traumatic brain injury, the Aging and Disability Resource Center can help with questions.



KANSAS AGING & DISABILITY
Resource Center

1-855-200-ADRC (2372)

Common Questions

- What if I did not get an enrollment packet from the State?
 - We sent the packets to the consumer's address we had on file. They were not mailed to a responsible person.
 - If you have moved in the past six months we might have sent it to the wrong address. Contact your DCF office or the KanCare Clearinghouse at 1-800-792-4884 to update your address. Then call 1-866-305-5147 and request a new enrollment packet.
 - If you are a responsible person, you can request a new packet by calling 1-866-305-5147.

Common Questions

- What if I did not get a welcome packet or ID card from my health plan?
 - Your health plan used the address we gave them from our records.
 - If you need to update your address with us, go ahead and contact DCF or the KanCare Clearinghouse at 1-800-792-4884. Then call your health plan the next day and request a new welcome packet or ID card.

Common Questions

- What if the PCP on my card is not the doctor I want to see?
 - In some cases, your ID card might show a different PCP than the doctor you have been seeing in the past. You can still go to your old doctor for the first 90 days of KanCare.
 - After the first 90 days you can go to any doctor in your health plan's network—even if they are not the doctor listed on your card.

Common Questions

- What if the PCP on my card is not the doctor I want to see?
 - To get a new card, call your health plan and ask them to change your PCP. They will send you a new card.

Common Questions

- What if my doctor never signs up with my health plan?
 - You could choose a different health plan if your doctor is signed up with one of the other 2 plans. You must do this before April 4.
 - You can transition to a new doctor that is in your health plan's network. You can continue to see your old doctor for the first 90 days of KanCare or until you find a new doctor.

Common Questions

- What if my doctor never signs up with my health plan?
 - You can talk to your health plan about seeing your doctor as an out of network provider. Most of the time, for you to do this your health plan and doctor will make a special agreement.
 - Your doctor may get paid less to see you as an out of network provider. They cannot charge you for the difference in payments.

Common Questions

- Who do I call if I have questions?
 - Everyone should have received a list of phone numbers to contact as a handout.
 - If you don't see your question on the list, or are not sure where to call, start with the managed care enrollment center at 1-866-305-5147.

Common Questions

- What if I have a problem with my health plan?
 - If you have an issue getting a service or another complaint about your health plan, you can file a grievance with the health plan.
 - Your health plan must assign a member advocate to help you file your grievance if you need one.

Common Questions

- What if I have a problem with my health plan?
 - You can also file an appeal or request a fair hearing from the State. Send your request to:

Office of Administrative Hearings

1020 S. Kansas Ave., Topeka, KS 66612-1327

- If you still need more help, you can contact the KanCare Consumer ombudsman at 1-855-643-8180.

KanCare Health Plan Presentations

Break

More Questions? Contact Us

Call Us: 1-866-305-5147

Email Us: KanCare@kdheks.gov

Go to Our Website: www.kancare.ks.gov